

SECRET

THIS STUDY WAS  
NOT APPROVED BY  
CHIEF W/SAFTER COORDI  
NATION BECAUSE (1) THE  
CONCURRENCE FROM OFFIC  
OF SECURITY CONFUSED  
THE ISSUE AND WE WERE  
UNABLE TO REVISE IT IN  
AN ACCEPTABLE MANNER  
THE STUDY WAS LATER  
WITHDRAWN BY MEMO.

MEMORANDUM FOR: Deputy Director (Support)

SUBJECT: Employee Identification Records

1. PROBLEM:

The determination of the proper organizational element to have custody of the file record of home telephones and addresses of Agency employees.

2. FACTS BEARING ON THE PROBLEM:

- a. The file record is presently located in the telephone room (switchboard), Logistics Office, Real Estate and Construction Division, Space Maintenance and Facilities Branch, Telephone Section.
- b. Problems have arisen in complying with requests for home telephone numbers and addresses and, also, office extensions of Agency employees during off duty hours.
- c. Transfer of the file record to another jurisdiction will not tend to circumvent the provision of Regulation [ ] - CIA Watch - Critical Information, which requires that telephone operators shall give priority service to the CIA Watch Officer. (Annex I)
- d. In the event of a transfer, the basic operating system of the file record which entails the use of machine record cards, prepared by the Office of the Comptroller, Machine Records Division, will continue in force and provide a more efficient product at negligible cost.

3. DISCUSSION:

a. Authority

Administrative - Basic authority for maintenance of the file record of home telephone numbers and addresses was traced to CIG, Administrative Order [ ] dated 15 November 1946, Subject: Stand By Officers. Research reveals that the requirement to have telephone operators render assistance to duty officers, as necessary, has been retained in successive

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administrative procedures from that date to the present time. (CIA Memorandum No. 64, 26 September 1947 and Administrative Instructions [ ] (various dates) Subject: Staff Duty Officers).

b. The File Record

Originally, the file record was maintained on cards, size 3x5. In response to repeated requests from duty officers the file grew to occupy about 20 trays of an Acme visible index cabinet. It was converted to a machine record card system in the Fall of 1951 to obtain an improved method capable of providing more accurate information on a current basis and thus satisfy the increasing demands of telephone traffic.

c. Procedure

Regulation [ ] provides in effect that personnel status and changes therein will be recorded on prescribed forms and reported to the Office of the Comptroller and the Office of Personnel to enable maintenance of a master file of Agency employees for specific purposes such as, the emergency planning program, preparation of the telephone directory and information on home addresses and telephone numbers. The responsibility to comply with this directive rests on operating officials, administrative officers and individual staff employees. (Annex I) Full compliance is not obtained with respect to reporting requirements, e.g., the Office of Personnel does not receive copies of the reporting cards, Form 37-6; change cards are not always furnished upon conversion of employees from overt to covert status.

d. The Telephone Room

Pursuant to Regulation [ ] the Telephone Section is charged with the responsibility of giving priority service to the CIA Watch Officer in locating Agency officials and key employees. (Annex I) Also, the section renders a similar service to all authorized Agency officials, as directed. Thus, in the event of a functional transfer of the file record to another jurisdiction, arrangements should be made to have the new jurisdiction render the required service to the CIA Watch Officer. The Office of OCI has agreed via telephone that such arrangements will be satisfactory.

Subject to certain restrictions, the Telephone Section also discharges the responsibility of providing locator information on employees in response to information requests from outside sources. (Annex II) The absence of full compliance with Regulation [ ] the conversion of staff employees from overt

to covert status, the lack of understanding and cooperation on the part of some staff employees in regard to security requirements in telephone room procedures and over zealous action on the part of building guards to accommodate visitors have given rise to problems of a recurring nature in the telephone room. (Annex II, Par. e) Thus, the operating personnel and supervisors feel the responsibility comprises an unjustified administrative burden and a potential trap for security violations in giving out locator information.

Other factors contribute to this feeling also. Obviously, frequent calls for information from outside sources tie up the switchboard unnecessarily. Usually, such calls are for personal reasons, although, some are official. In this respect, the supervisor explained that the nature and length of some of the calls which are personal have given rise to low morale on the part of operators when traffic is heavy. For example, after business hours traffic normally averages 250 calls between 5 and 6 P.M., 150 between 6 and 9 P.M., and up to 100 between 9 and 12 P.M.

#### e. Security Aspect

While, functionally, the file record is construed currently as a facility in keeping with the service rendered, a broad aspect of security is also entirely present, i.e. by virtue of the restriction on information pertaining to employees in semi-covert and covert status, and, also, the sensitivity of other data reflected in the cards, e.g. Symbols of organizational components which conceivably could be dispensed through unweariness. Further, the danger of dispensing sensitive information inadvertently will continue to be present as long as a deficiency exists in adherence to regulations on reporting requirements (Annex I) Thus, a potential violation of security could occur on counterfeit calls which in the past have been attempted unsuccessfully, i.e. by some unknown person having the name and extension of a legitimate employee in their possession and using the reference in a deceitful manner to obtain locator information.

#### h. CONCLUSION

Admittedly, the volume of calls from outside sources during non-business hours is insufficient per se to justify a transfer of the file record to another jurisdiction. Further, regardless of jurisdictional responsibility, continuous policing of the locator system will be necessary to some extent to insure that changes are placed promptly into required channels.

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However, in view of the difficulties experienced in the telephone room and the security aspect described above it is believed that the responsibility for dispensing locator information during off duty hours should be placed in that organizational element which can enforce adherence to regulations, render the required service efficiently and which possesses a device to ensure positive identification of Agency employees. That organizational element is the Security Office (Annex III).

#### 5. ACTION RECOMMENDED

a. Based on the substance of this study it is recommended that:

- (1) The file record of home telephones and addresses of Agency employees be placed physically under the jurisdiction of the Security Office.
- (2) The Security Office assume the responsibility of dispensing locator information during off duty hours, i.e., including service to the CIA Watch Officer, with assignment of such responsibility to the night duty officer.
- (3) The Personnel Office continue to assume the responsibility of dispensing locator information during business hours.
- (4) The Personnel Office, in collaboration with the Heads of staff and operating components, furnish to the Telephone Section and maintain a current file record of 25 or more selected names of secretaries who might be subject to call for important conferences in off duty hours.
- (5) The Machine Records Division, Office of the Comptroller, furnish to the Office of Personnel copies of Form 37-6 at the time distribution thereof is made to the Office of Security; these forms to be filed in the official personnel folders, respectively, for reference to the home addresses and telephone numbers of employees.

b. In addition to the foregoing, it is recommended further that certain implementing actions contained in memorandum dated 28 February 1955 from the Director of Security be adopted (with one exception) as follows:

- (1) Publication of an Agency notice calling attention to the provisions of Agency Regulation [ ] and especially to the necessity, from a security standpoint, of submitting changes in locator information.

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- (2) Publication of an Agency notice to the effect that after hours only certain designated "key officials" are authorized to request and receive information on home telephone numbers or addresses of semi-covert personnel. The notice should request each office concerned to forward to the Security Office a list of the key officials selected in each office. The notice should point out that the key officials would be required to identify themselves by name and badge number upon calling for information.
- (3) Badge data, such as serial number and secret number, not to be shown on any card or in any file not under the control of the Security Office.
- (4) Security violations not to be automatically charged for failure to submit changes in locator information. Dereliction in this matter should be handled by administrative action, with a security violation charged only if the circumstances warrant such action.
- (5) The procedure to be followed after hours should not be limited to calls originating outside the Agency but should also include calls from within the Agency.

[Redacted Signature]

Chief, Management Staff

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**ANNEXES:**

Annex I - Prescribed Procedure  
Annex II - Telephone Room System and Procedure  
Annex III - Proposed System and Procedure  
for Use by Security Office

**CONCURRENCES:**

See back slip dated 19 May for Cover Division concurrence.

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CONCURRENCES:

|                                  |             |
|----------------------------------|-------------|
| <u>Personnel Office</u>          | <u>Date</u> |
| <u>Office of the Comptroller</u> | <u>Date</u> |
| <u>Logistics Office</u>          | <u>Date</u> |
| <u>Security Office</u>           | <u>Date</u> |

ACTION BY APPROVING AUTHORITY:

APPROVED:

Deputy Director (Administration)

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